



Cabin Safety Issues Related to Pre-Departure and Inflight Issues

InfoShare - Cabin

Seattle, WA

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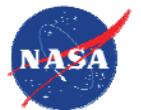
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**AVIATION SAFETY
REPORTING SYSTEM**



Topics of Discussion

- ASRS Reporting
 - General and Cabin Attendant Intake
 - Cabin Attendant Related Events - General Overview
- Cabin Safety Issues Related to Pre-Departure and Inflight Issues



ASRS Reporting



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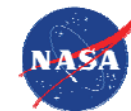
Report Processing Flow

Airline Safety Action Program (ASAP) and Air Traffic Safety Action Program (ATSAP) reports



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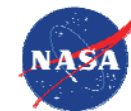
ASRS Report Volume Profile

- 37 years of confidential safety reporting
- Over 1,150,000 reports received
- Over 5,800 alert messages issued
- Over 6,700 reports per month, or 323 per working day
- Total report intake for 2013 was 80,840
- Current rate estimate for 2014 is over 90,000

Monthly Intake
January 1981 – December 2013



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ASAP Reporting to ASRS

- **Overall ASAP Intake**

- 181 Total Programs
- 76 Air Carriers

- **Reporting Groups**

- 74 Pilot
- 44 Mechanic
- 39 Dispatch
- 19 Flight Attendant
- 5 Ground Crew

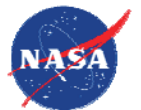
ASRS Electronic Transmission
Methodology compatible with
numerous software platforms

More airline programs being
added continuously

- **Secure Electronic Data connection protocols between airline and ASRS**

- 179 Programs
- 75 Airlines

26% of all reports are matched to unique events in 2013



ASRS Products

- These products and services fulfill the program's mission to disseminate safety data



Alert Messages

Safety information issued to organizations in positions of authority for evaluation and possible corrective actions.



CALLBACK

Monthly newsletter with a lessons learned format, available via website and email.



Quick Responses

Rapid data analysis by ASRS staff on safety issues with immediate operational importance generally limited to government agencies.



ASRS Directline

Safety topic summaries based on ASRS reports published to meet the needs of operators and flight crews.



ASRS Database

The public ASRS Database Online and data available in Database Report Sets or Search Requests fulfilled by ASRS staff.

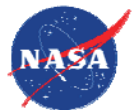


Focused Studies/Research

Studies/Research conducted on safety topics of interest in cooperation with aviation organizations.



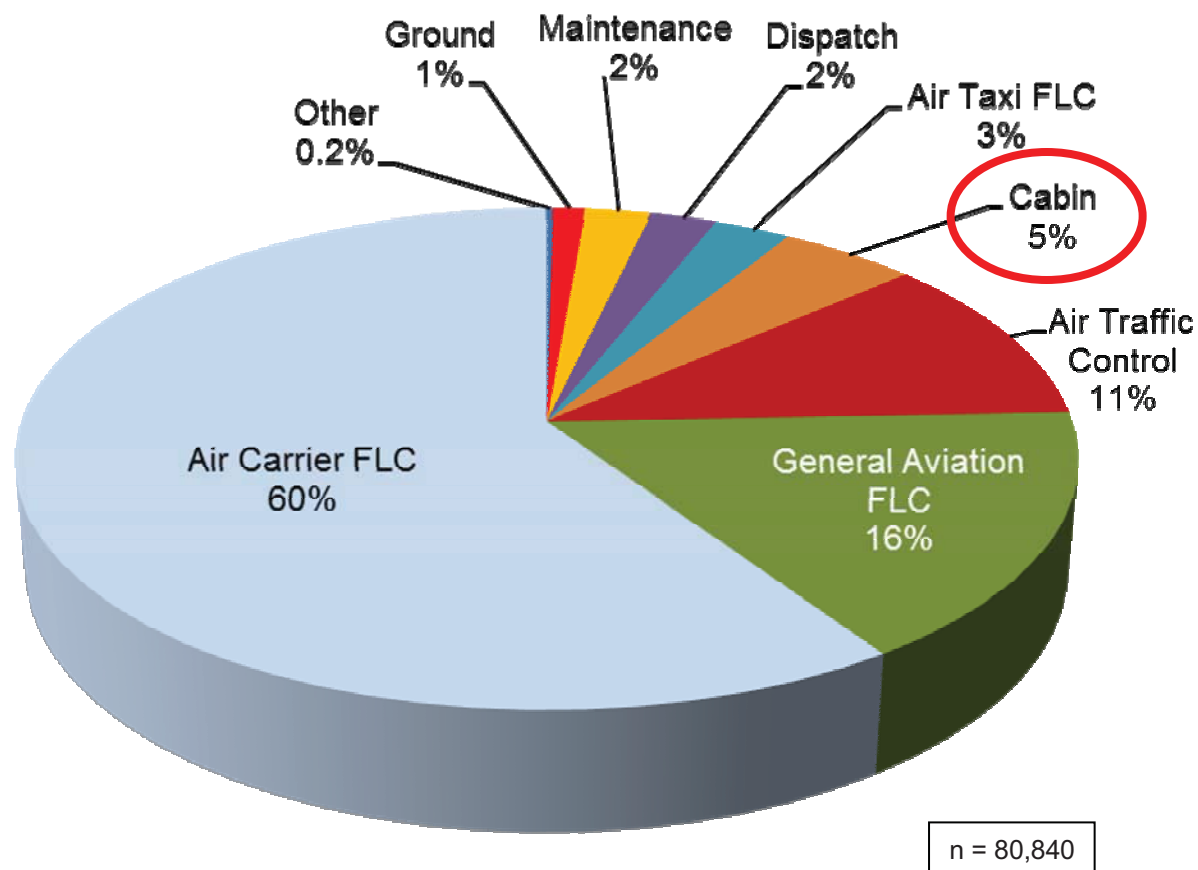
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Incident Reporter Distribution

January – December 2013



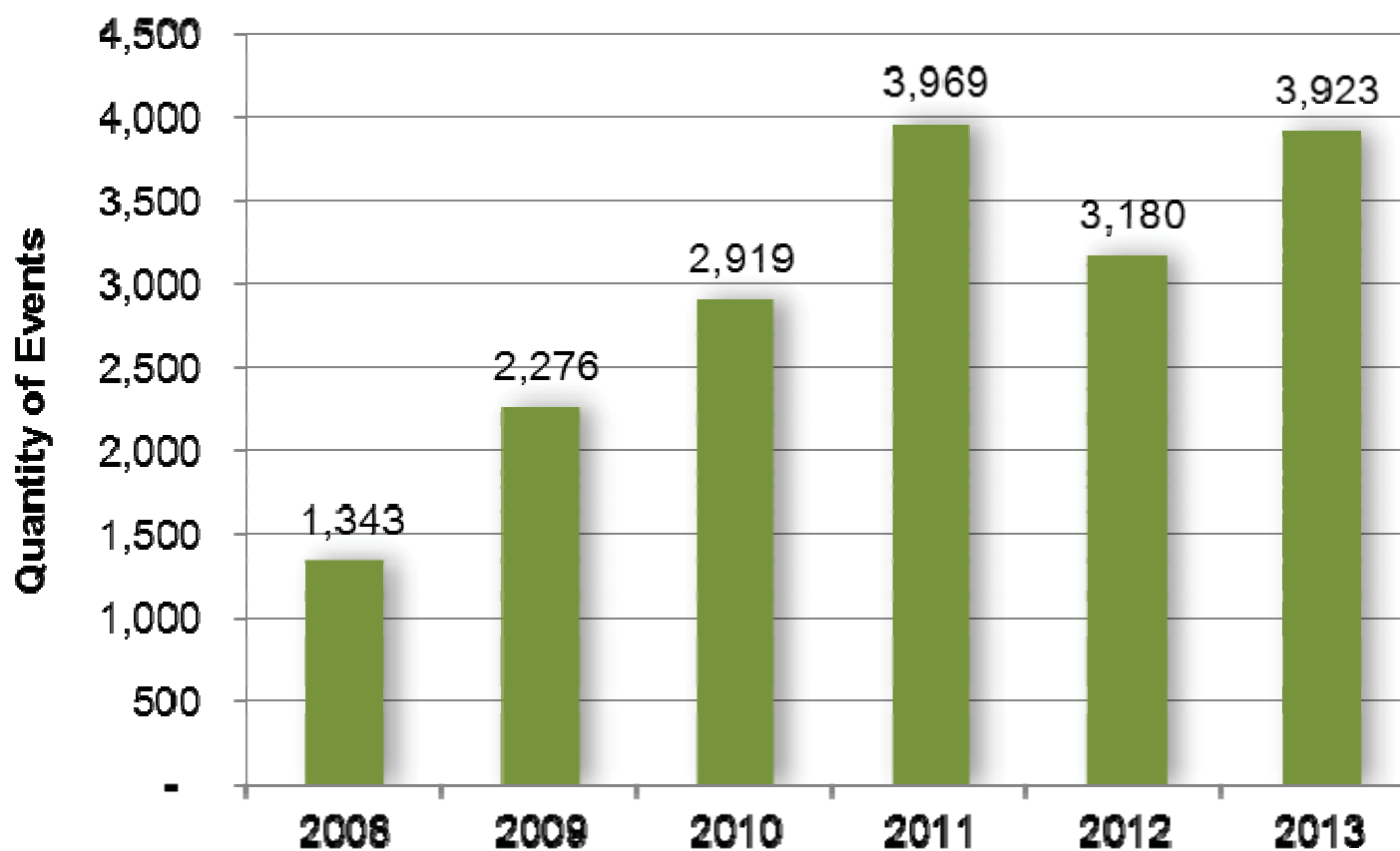
Source: 100% ASRS Report Data

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Flight Attendant Intake

2008 – 2013



n = 17,610



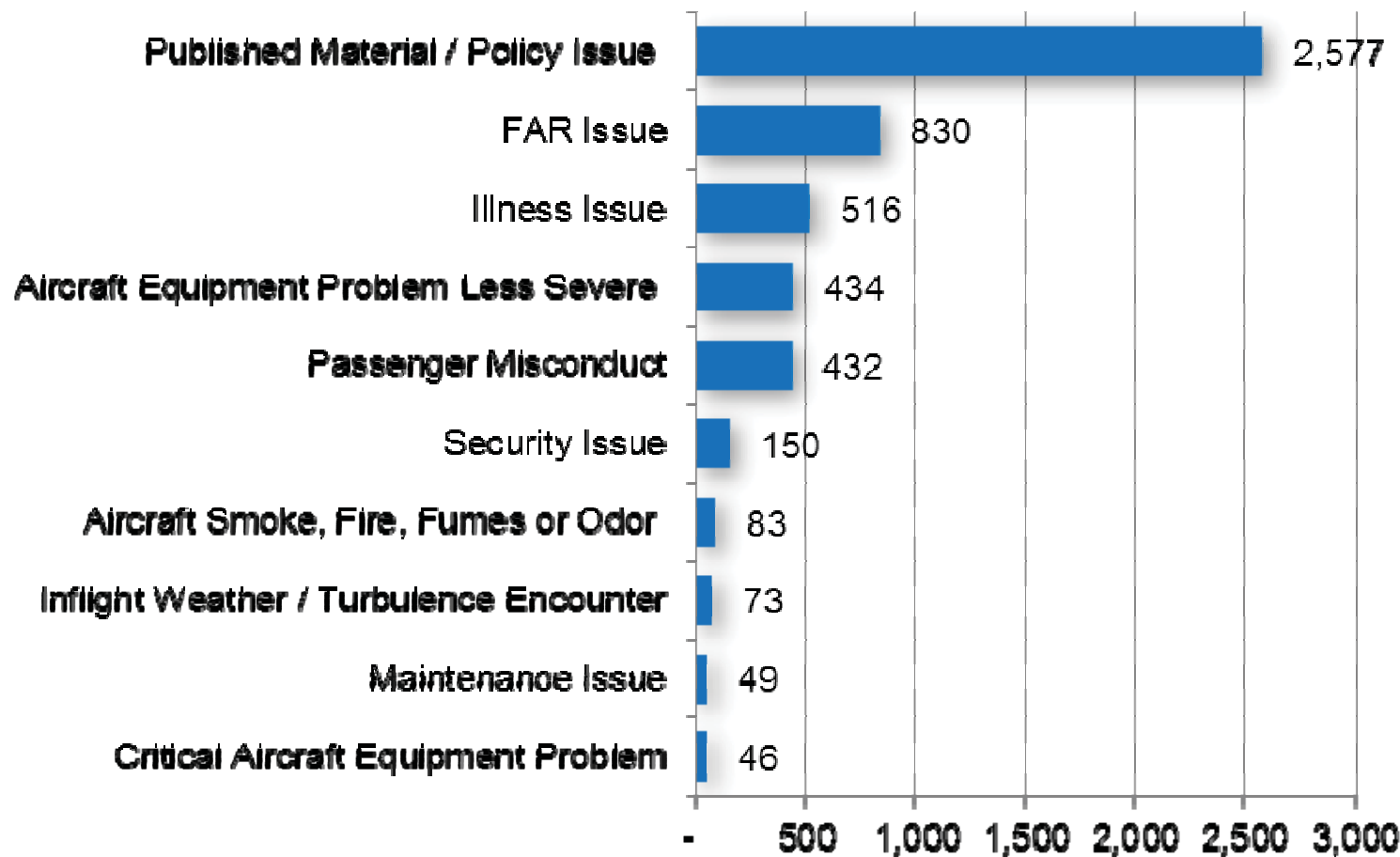
Source: 100% ASRS Report Data

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Flight Attendant Intake – Top Ten Anomalies

January – December 2013



n = 3,923

Categories are not mutually exclusive. Therefore, a single incident may be coded by ASRS analysts as involving more than one anomaly.

Source: 100% ASRS Report Data

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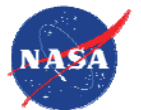
ASRS Cabin Incident Records

General Overview of Primary Analysis Records

January 2012 – Present

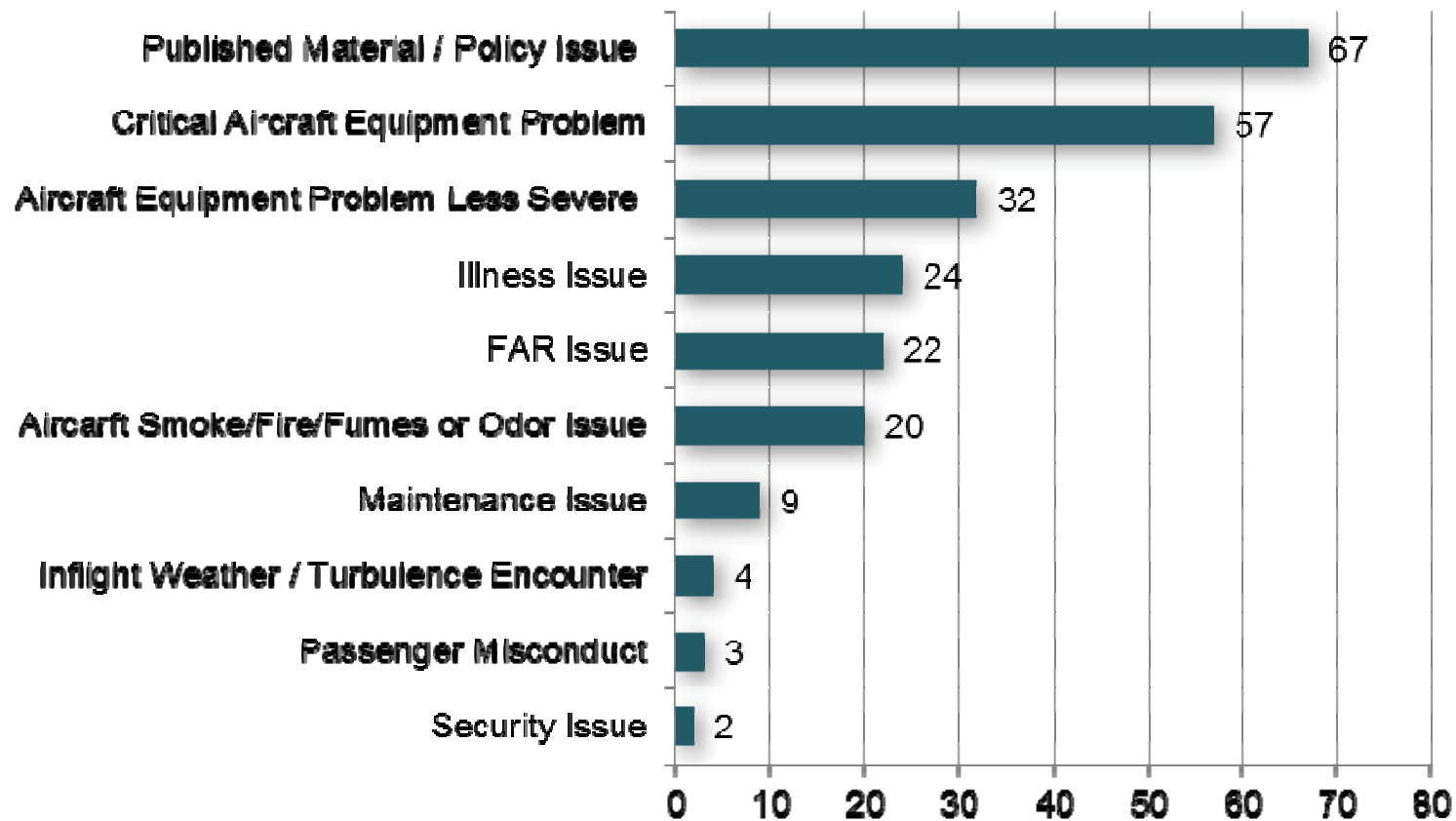


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Cabin Incidents

Event Anomaly

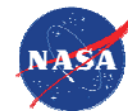


n = 146



Categories are not mutually exclusive. Therefore, a single incident may be coded by ASRS analysts as involving more than one anomaly.
Source: NASA ASRS Database

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Cabin Incidents

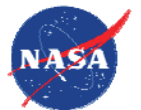
Aircraft Type

Aircraft Type	Count
B737	37
B757	25
A319/320/321	20
B767	14
B777	10
B747	9
MD80 Series	9
Dash 8 -200,-400, Q400	8
EMB ERJ 170/175 ER/LR	4
Candair Regional Jet (200, 500, 700, 900)	4
Commercial Fixed Wing	2
Widebody Transport	2
Embraer 145	1
A330	1

n = 146



Source: NASA ASRS Database



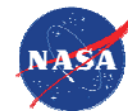
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Cabin Incident Reports Related to Pre-Departure and Inflight Safety Issues



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Pre-Departure Issues

- Pre-Departure Issues
 - FAR related issues
 - Required crew for boarding
 - Jet bridge concerns



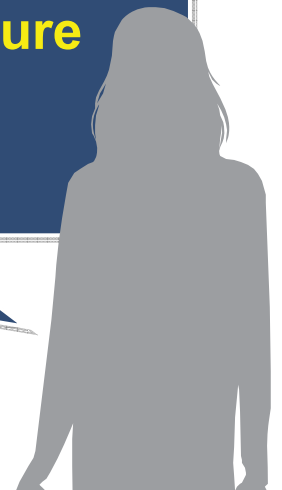
Pre-Departure Issues

“I told her we may have additional bags to check. I also told her not to close the aircraft entry door until I could get the overhead bins closed. As soon as I left the immediate area, the agent Supervisor told [another Flight Attendant] that they had to go and proceeded to close the entry door. **The FAR for overhead bin was violated.** The FAR for stacked luggage in the closet was violated since additional oversized bags were on the plane and the only option was to stack them in the forward closet. **The aircraft entry door was closed 5 minutes before scheduled departure time.”**

(ACN 1122923 Excerpt)



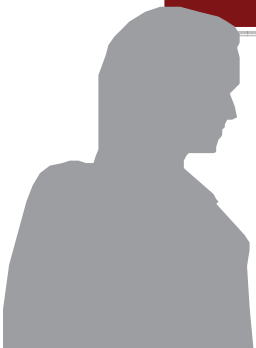
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Pre-Departure Issues

“[When we] arrived at the gate the agents asked who we were, so we stated the working crew. **The pilots were with us. The agents looked surprised about this.** Unknown to us, **they had already started boarding the aircraft.** One Agent ran down the jetbridge to stop boarding. We stated that all passengers needed to deplane so we could do our emergency equipment checks, etc. The passengers deplaned aircraft and the Agent stated that a bag was still onboard. We asked that the bag be removed by the Agent before we board ourselves.”

(ACN 1122661 Excerpt)

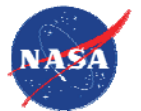
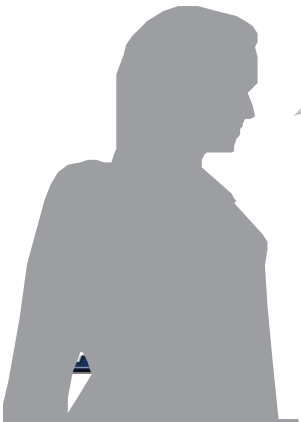


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Pre-Departure Issues

“While deplaning at this specific gate, **the jet bridge was unable to completely butt up against aircraft. There was a gap of at least 4 inches between the aircraft and bridge.** Agent stated that at this gate that was the closest the bridge would go, no ramp to bridge gap. Agent stated this is an on going problem with this gate. **Totally unsafe, I was able to put my leg past my knee through the gap. A child could easily fall and be seriously hurt.”**

(ACN 1083321 Excerpt)



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In-Flight Issues

■ Reported In-flight Issues

- Passenger Misconduct
- Smoke in the Cabin



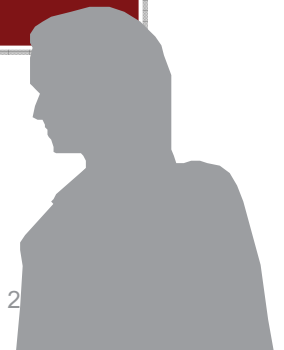
In-Flight Issues – Passenger Misconduct

“Passenger became irate over his seat and wanted to move from 44C near the bathroom, to B/C or F/C. When he was told by another flight attendant that he had to stay in his cabin, he became violent and hit the Number 6. It took 5 men to subdue him and put the flex cuffs on him. He was reseated to 20J and when I got off of break, about 30 min. later (or more. don't know the time), he was still thrashing around. He managed to get his arms forward by slipping them under his butt and through his legs. His hands were now in front. He was biting crew and passengers, as well as kicking. He kicked a hole in the fuselage [sidewall].”

(ACN 1125956 Excerpt)



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In-Flight Issues

“...looked into the cabin and **saw a thick cloud of smoke quickly taking over the cabin.** Passengers began to ring call lights and to complain. I quickly called the Captain.... He responded and told me he was aware of the emergency and his plan to land ASAP. I gathered the Halon, and walked around [with] oxygen and PBE. I walked over to [another Flight Attendant] who was checking...for possible sources of fire. **...I decided to look for the Emergency checklist and were able to read up to 9. It was very difficult to read and make sense of this chart, in part do to the low visibility and the oxygen mask over my face.** I asked passengers to put on the life vest...as precaution. After a safe landing...I continued to stay on the PA and kept them informed of the situation.

(ACN 1124569 Excerpt)



QUESTIONS?



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CONTACT INFO

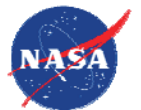
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